

TI Advisor Board Review

Director Support

- **Event Planning**
 - Star View Court Open House Event July 13th and July 15th
 - National Night Out Event August 1st
- **Working with the Team:** MOHCD, One Treasure Island, Catholic Charities
- **Deliverables:** Star View Court, Inclusionary Housing Information Pages, Online Resource Folder, Email Notices, Door Hanger Invitations, one-on-one office hour sessions, Slide Decks

Community Engagement

Our main objective centers around encouraging legacy households to participate as volunteers for Star View Court. While we make it a priority to offer information and assistance to all residents who get in touch with us, it's important to note that our outreach endeavors have been intensely concentrated on connecting with Legacy Residents and Vested Residents.

This emphasis has been placed to ensure that legacy residents who are interested in Star View Court have the chance to volunteer and express their favored unit. Our concentration has been directed towards individual calls and meetings, both in the field, virtually on zoom, and over the phone. We have directed our efforts towards enhancing accessibility to the existing information and facilitating the process of scheduling a conversation with a TI Advisor.

Since the last board meeting residents were given the following touch points and opportunities:

- Star View Court Open House Event July 13th and July 15th
- National Night Out Event August 1st
- On Island Office Hours August 4th
- Opportunity to meet 1-1 with a TI Advisor by scheduling an individual session.
- Answering phone calls daily to answer quick questions or address concerns.
- Event email blasts sent out July 6th and 7th
- Post event email blasts July 24th
- "Two Opportunities to Meet your TI Advisors" email blast July 28th
- Email to Legacy Residents 1-50 August 16th
- 22 scheduled 1-1 sessions in August using our Calendly system



September Engagement Plan

TI Advisors are continuing to meet with residents to clarify future housing options. TI Advisors will coordinate meetings with the Star View Court Management Team and each household who volunteered for Star View Court to discuss future housing details. TI Advisors will continue efforts to discuss future housing options with all residents of The Villages throughout the Fall. TI Advisors will attempt to meet with each Legacy Household in order of Legacy Housing Rank Order to address housing questions and plan for future housing.

What information is available?

The last two months, we've organized community events and delivered community outreach materials, including the four informative handouts and palm cards that provided residents with tangible resources for future reference and increased accessibility to information. We have gathered all the information that has been developed and shared and have included it in every digital communication we have shared. Residents have access to an online resource folder in their preferred language. We also ensured that anyone that was unable to make it to the events received information via email by sending out a post event email to all residents.

- Generated a calendly link making it easy and convenient to schedule a meeting time with a TI Advisor: <https://calendly.com/tiadvisor/meeting>
- Developed engaging invitation outreach materials to inform residents about upcoming events, generating interest and awareness of our presence at Community Events.
 - 300 Door Hangers delivered to all households at The Villages July 10th
 - Invitation emails: 750 Emails sent to Legacy and Vested Residents on July 7th with an average 44% opened.
 - Post event 750 Emails sent to Legacy and Vested Residents on July 24th with an average 59% opened.
 - Information uploaded to TI Advisor Portal Jun 8 (434 resident participants)

Supporting TI Residents

- TI Advisors increased awareness among residents about the support available through TI advisors by successfully communicating in Spanish language.
- TI Advisors have organized engaging events for residents and have reached over 100 households.
- TI Advisors expanded reach and availability for one-on-one meetings.
- TI Advisors updates the TI phone voicemail to offer a bilingual message and answered on average 2 to 4 phone calls a day via the TI phone line.
- TI Advisors individually called Legacy Households 1-50 to discuss their housing options and invite them to volunteer for SVC
- 5 Early In Lieu Claims in process or paid for 2023
- 16 SVC volunteer application submitted
- TI Advisors connected individually via email with over 60 households





Resident Support Spotlight

As TI advisors, we introduced open office hours on the Island for the first time, and the response was remarkable. All available slots were swiftly booked within minutes. One instance that stood out involved a family who managed to secure a walk-in appointment towards the end of the day. This family, facing the challenge of accommodating a large household with a senior member, expressed a lot of concern and uncertainty. However, after receiving our guidance, the individual felt confident to return to her family with a clear outline of their choices and the subsequent actions they should take. Her profound gratitude underscored the value of our assistance.



Monthly Summary

The TI advisors have achieved notable milestones during this month in fostering connections with Island Residents. Our focus has been on engaging both Legacy and Vested Residents, ensuring they understand their future housing options and they receive TIR numbers for future reference.

Additionally, our proactive approach has involved sharing information regarding the upcoming units at Star View Court.

We're proud to highlight the following accomplishments:

1. **Engaging Events:** Our team organized and executed successful events that have left a positive impact on the community. Our open house event had a combined attendance of 94 people.
2. **Established Trust:** Residents have come to recognize TI Advisors as a source of trust, reflecting the rapport built.
3. **Prompt Communication:** We've developed a system for responses to calls and emails, enhancing our efficiency in addressing inquiries.
4. **Initial Contact Notifications:** Through a thoughtfully designed system, our advisors ensure that every individual receives an initial acknowledgment upon reaching out.
5. **Personalized Interaction:** Personal meetings have been conducted with households and individuals to deliver personalized information, enhancing clarity.
6. **User-Friendly Access:** Our newly implemented scheduling system has simplified the process of scheduling a meeting, making communication more convenient.
7. **Legacy Outreach:** Notably, we've successfully reached out to Legacy Households 1-50, expanding our engagement reach.

While progress has been substantial, it's important to note that certain questions beyond our current scope or knowledge remain pending. Inquiries about Star View Courts layout and logistics, frequently recurring, underline areas where further clarity is needed. Regrettably, this situation has created a hurdle for residents trying to make prompt decisions. We're actively collaborating with the Mercy Housing Team to address these questions and provide the information residents need.

A look at the numbers

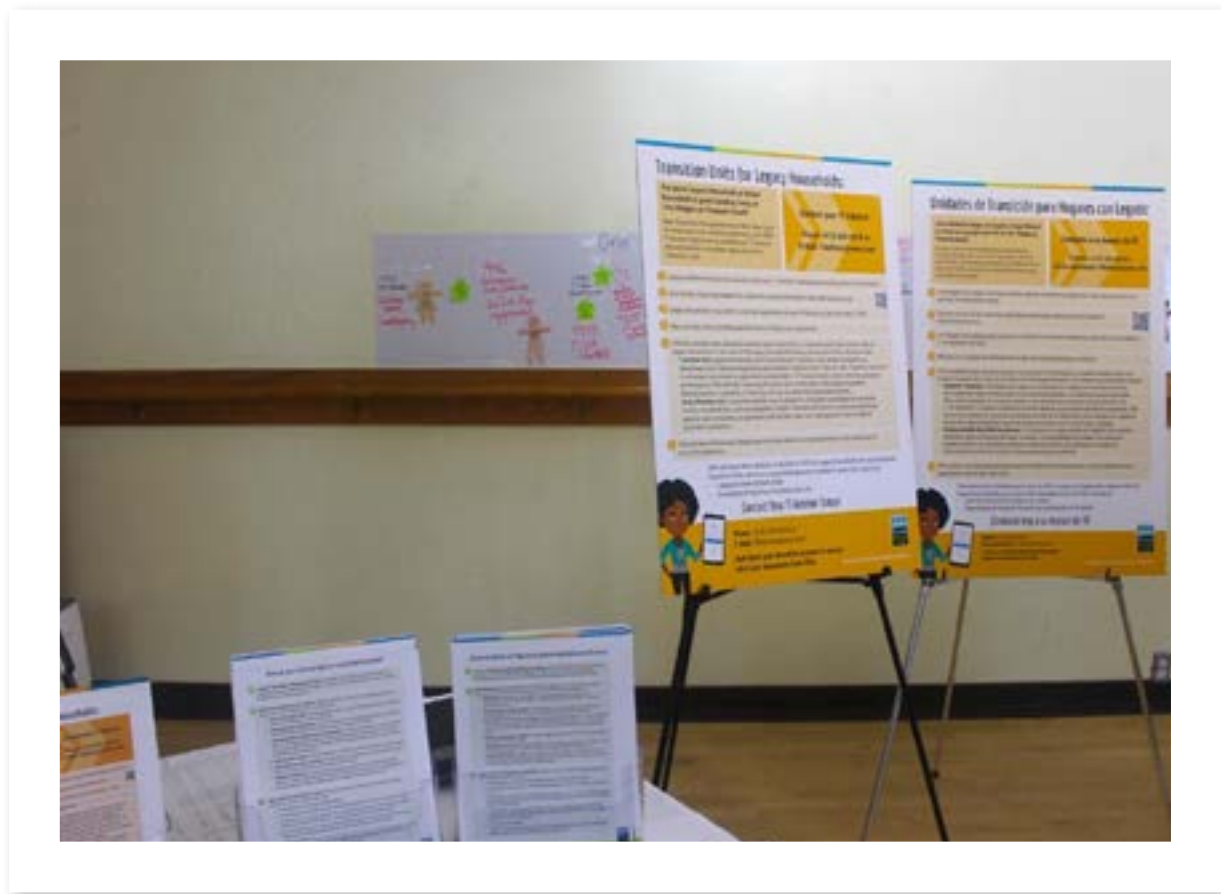
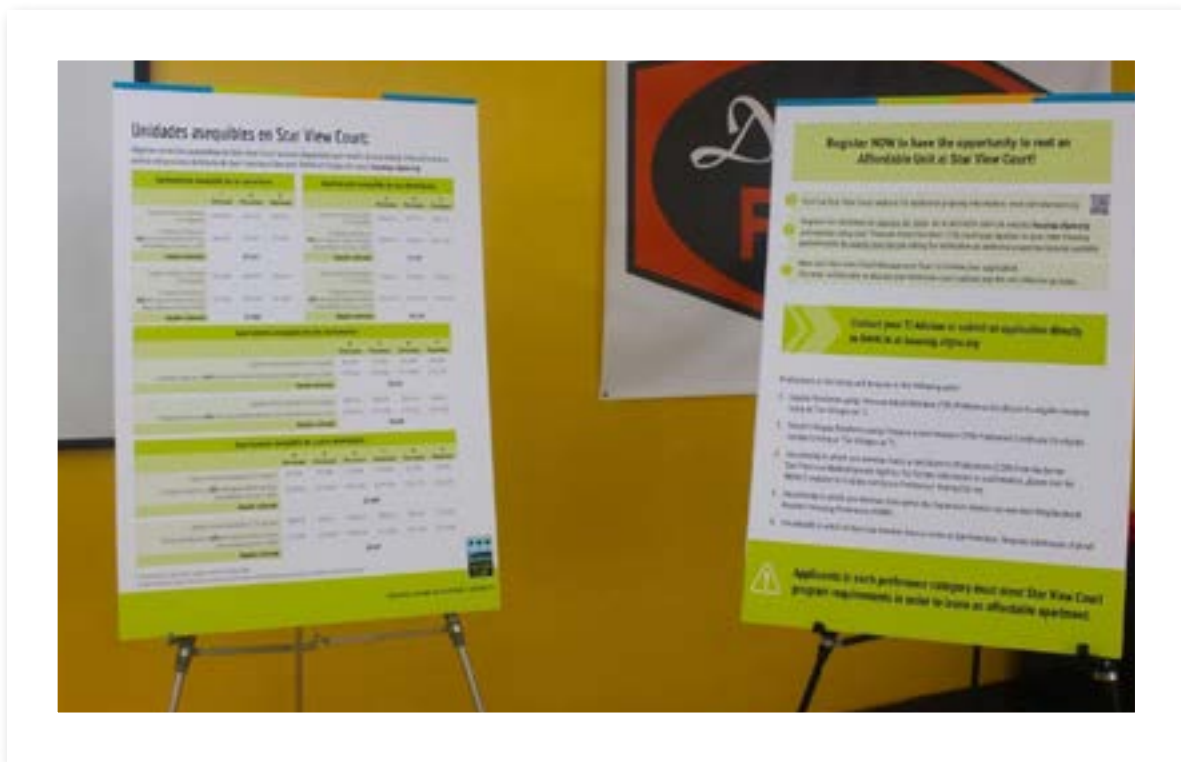
Island Households	
250	One Treasure Island Partner Households
317	The Villages at Treasure Island
92	Legacy Households
64	Mixed Households (with Legacy, Vested and/or Post Vested Residents)
137	Vested Households
24	Post Vested Households with No Legacy or Vested Residents
Current Transition Unit Need: 156	
Current SVC Volunteers: 20	
Current available transition units:	

Star View Court Updates

July 17 – September 1	Transition Unit Volunteer Period
September 5–25	SVC Volunteers will meet with the Mercy Housing team to talk about their unit preferences
October 2–8	TIDA will send notices to Legacy Households indicating their next steps
Fall 2023	TIDA Offers Remaining Transition Units to Legacy Households
January 30, 2024	MOHCD DAHLIA Lottery for Star View Court Affordable Units
June 2024	Goal date for Star View Court Move In!







PLEASE JOIN US

GREETINGS, LEGACY & VESTED RESIDENTS!

**Join us for one of the Open House events
in July to learn more about your housing
opportunities at Star View Court!**

We will be holding the same Open House on two different dates, ensuring you don't miss out on valuable information! Drop in anytime during either of the open house events!

Drop-In When You Can!

Thursday, July 13, 2023, 5pm–8pm

OR

Saturday, July 15 2023, 10am–1pm

**Ship Shape Community Center
850 Avenue I, San Francisco**

Light refreshments will be served.

**For more information or if you are
unable to attend, please contact
your TI Advisor at (415) 650-6078
or TIAdvisor@arws.com**

TREASURE ISLAND DEVELOPMENT AUTHORITY

TI Advising

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Schedule a 1-1 appointment by scanning here:

